



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Hospice Providers participating in the Virginia Medical Assistance Programs, all Managed Care Organizations (MCOs) providing services to Virginia Medicaid recipients, and all holders of the *Hospice* Medicaid Provider Manual

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO Special
DATE 6/28/2005

SUBJECT: Billing Changes to Date of Discharge for Hospice Services – Effective July 1, 2005

The purpose of this memorandum is to notify hospice providers of a change in the way payments will be made for a hospice recipient's day of discharge (which includes death).

The current UB-92 billing form will be used for hospice claims, and the method by which providers complete the form will not change.

Beginning with dates of service on or after July 1, 2005, DMAS will reimburse providers for the last day of service, which includes either the date of discharge or death. DMAS is retroactively changing the payment methodology back to January 1, 2004, which is when DMAS converted hospice providers to the UB-92 billing format. Providers will not have to resubmit paid claims for dates of service from January 1, 2004 through June 30, 2005.

DMAS will reprocess all paid claims with dates of service from January 1, 2004 through June 30, 2005. Providers will receive information on upcoming remittance advices that document these claims have been reprocessed. DMAS expects to perform the reprocessing of these claims between July 5, 2005 and July 29, 2005.

DMAS is in the process of updating the *Hospice* Provider Manual to address this change. Please periodically check the DMAS website (www.dmas.virginia.gov) for manual updates. Until the manual updates have been completed, this memorandum serves as updated billing instructions for Chapter V. Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information about Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.